



### Comcast Cable Franchise Public Comment Card

1. Are you a present or former Comcast cable television subscriber? Yes No

2. Please rate the following cable television customer service areas on a scale of 1 to 5 with 1 being completely dissatisfied to 5 being completely satisfied.

	Completely Dissatisfied				Completely Satisfied
<b>Overall cable television experience</b>	1	2	3	4	5
<b>Program variety and quality</b>	1	2	3	4	5
<b>Overall customer service</b> (Friendly and responsive customer service, issues resolved quickly and to your satisfaction)	1	2	3	4	5
<b>Customer service issue resolution</b> (Ability to have your issues addressed through a live customer service representative)	1	2	3	4	5
<b>Customer service issue resolution</b> (Ability to have your issues addressed through an automated telephone system or online)	1	2	3	4	5
<b>Overall repair customer service</b> (Service work completed in a reasonable amount of time, ease of scheduling repairs or ability to resolve issue (s))	1	2	3	4	5
<b>Comcast fees for ancillary services</b> (Value of services received for installation, repair or service changes)	1	2	3	4	5

3. Please provide comments on any or all of the below topics in the spaces provided

- Comcast's current service area and expansion thereof
- Public, educational and governmental access channels, studios and equipment, and funding
- Free service to public entities in the public interest

Turn over to provide additional comments

- Expanded channel capacity and program options (number of channels, availability in high definition, video-on-demand capabilities, etc.)
  
- The duration of the franchise term. The current franchise has a 10-year term with a 5-year extension.
  
- Franchise fees payable to the City. Franchise fees are fees payable to the City for the rights to use public property conferred to the cable operator under the franchise agreement. Franchise fees may not exceed 5% of gross revenue.
  
- A la carte availability of channels or channel selection, if allowed under applicable federal law
  
- Comcast's use of easements and rights-of-way, including its impact on public rights-of-way
  
- Construction requirements, excavation permits, excavation fees, and notice of construction to residents
  
- Any other matter pertinent to a cable television franchise which is or may be appropriate for a renewal franchise
  
- Future cable related needs of the community

4. Other comments or concerns:

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**Mail to:**

City of Colorado Springs Communications, 30 S. Nevada Ave.,  
Mail Code 660, Colorado Springs, CO 80903